



## 4.1 ESSENTIAL BUSINESS FUNCTIONS

Make a list of Essential Business Functions your organization must maintain or rapidly resume after a disruption to prevent business losses or failure.

<b>Essential Business Function:</b> What are your business' core products and services that generate revenue or serve customers? What processes are essential to your operations and help deliver your products or services?	<b>Recovery Priority:</b> How critical is this function? Consider times when a disruption would have greater impact (e.g., season, end of month/quarter, etc.).	<b>Recovery Time Objective:</b> What's the maximum downtime for this function before operational and/or financial impact(s) will occur?
	<input type="checkbox"/> Critical <input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> < 1 hour <input type="checkbox"/> 1 - 8 hours <input type="checkbox"/> 8 - 24 hours <input type="checkbox"/> 24 - 72 hours <input type="checkbox"/> 72+ hours
	<input type="checkbox"/> Critical <input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> < 1 hour <input type="checkbox"/> 1 - 8 hours <input type="checkbox"/> 8 - 24 hours <input type="checkbox"/> 24 - 72 hours <input type="checkbox"/> 72+ hours
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Essential Business Function	Recovery Priority	Recovery Time Objective
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<b>Example Essential Business Functions</b>	<b>Facilities</b> <ul style="list-style-type: none"> <li>• HVAC/Lighting/Utilities Operations &amp; Maintenance</li> <li>• Safety &amp; Security</li> </ul>
<b>Operations</b> <ul style="list-style-type: none"> <li>• Order Packing</li> <li>• Production</li> <li>• Service Delivery</li> </ul>	<b>Legal/Compliance</b> <ul style="list-style-type: none"> <li>• Contract management</li> <li>• Regulatory Compliance</li> <li>• Reporting</li> </ul>
<b>Human Resources</b> <ul style="list-style-type: none"> <li>• Staff Scheduling</li> <li>• Employee Records Maintenance</li> <li>• HR Information Systems Management</li> </ul>	<b>Finance</b> <ul style="list-style-type: none"> <li>• Finance Reporting &amp; Budgeting</li> <li>• Payroll Processing</li> <li>• Accounts Payable/Receivable</li> </ul>
<b>Marketing/Sales</b> <ul style="list-style-type: none"> <li>• Point of Sale Transactions</li> <li>• Public Relations</li> <li>• Communication Systems Maintenance</li> <li>• Social Media and Website Management</li> </ul>	<b>Executive/Strategic Management</b> <ul style="list-style-type: none"> <li>• Financial and Operational Decisions</li> <li>• Risk Management</li> <li>• Stakeholder Relations</li> </ul>
<b>Supply Chain/Logistics</b> <ul style="list-style-type: none"> <li>• Supply Inventory</li> <li>• Distribution</li> <li>• Vendor/Supplier Management</li> </ul>	<b>Information Technology</b> <ul style="list-style-type: none"> <li>• Data Management</li> <li>• Internet Access</li> <li>• Cybersecurity</li> </ul>

<b>Example Business Functions for a Bakery</b>	
<b>Facility &amp; Operations</b> <ul style="list-style-type: none"> <li>• Mixing dough</li> <li>• Baking goods</li> <li>• Delivering goods</li> <li>• Refrigeration</li> <li>• Storage</li> </ul>	<b>Sales &amp; Customer Transactions</b> <ul style="list-style-type: none"> <li>• In-store point of purchase</li> <li>• Online orders</li> </ul>
<b>Supply Chain &amp; Inventory</b> <ul style="list-style-type: none"> <li>• Ordering supplies (e.g. ingredients, containers, etc.)</li> </ul>	<b>Personnel</b> <ul style="list-style-type: none"> <li>• Staffing</li> <li>• Payroll</li> </ul>